WHAT IS CLAIMED IS:

1   1.   A computer system for scheduling resources needed to perform service

2   actions, the system comprising:

3   an engine that associates, based on user input, resource information with task

4   items that need to be completed as part of performing a service action; and

5   a repository of resource information associable with the task items, the repository

6   including human resource information, reusable resource information, and non-reusable

7   resource information, wherein:

8   the human resource information includes availability information for

9   human resources,

10   the reusable resource information includes availability information for

11   reusable resources, and

12   the non-reusable resource information includes availability information for

13   non-reusable resources.

1   2.   The system of claim 1 wherein:

2   the repository includes non-resource constraint information, and

3   the engine associates, based on user input and non-resource constraint

4   information, resource information with task items.

1   3.   The system of claim 2 wherein the non-resource constraint information is

2   provided to the repository of resource information from a computer system other than the

3   computer system for scheduling resources.

1   4.   The system of claim 2 wherein the non-resource constraint information

2   comprises information about contractual requirements.

1   5.   The system of claim 1 wherein the availability information for human

2   resources comprises availability information for individuals.

1   6. The system of claim 1 wherein the availability information for human

2 resources comprises availability information for groups of individuals.

1   7. The system of claim 1 wherein the availability information for reusable

2 resources comprises availability information for tools.

1   8. The system of claim 1 wherein the availability information for reusable

2 resources comprises availability information for work areas.

1   9. The system of claim 1 wherein the availability information for non-

2 reusable resources comprises availability information for spare parts.

1   10. The system of claim 1 wherein:

2   the task items include a human resource skill requirement,

3   the human resource information includes a indication of a skill possessed by

4 particular human resources that are represented in the human resource information, and

5   the engine associates a particular human resource with a particular task item only

6 when the indication of the skill possessed by the particular human resource matches the

7 human resource skill requirement of the task item.

1   11. The system of claim 1 wherein:

2   the task items include a tool characteristic,

3   the reusable resource information includes an indication of a tool characteristic

4 for particular tools that are represented in the reusable resource information, and

5   the engine associates a particular tool with a particular task item only when the

6 indication of the tool characteristic for a particular tool matches the tool characteristic of

7 the task item.

1   12. The system of claim 1 wherein the availability information for human

2 resources is provided to the repository of resource information from a computer system

3 other than the computer system for scheduling resources.

1   13.   The system of claim 1 wherein the availability information for reusable

2   resources is provided to the repository of resource information from a computer system

3   other than the computer system for scheduling resources.

1   14.   The system of claim 1 wherein the availability information for non-

2   reusable resources is provided to the repository of resource information from a computer

3   system other than the computer system for scheduling resources.

1   15.   The system of claim 1 wherein the engine and the repository of resource

2   information are capable of communicating using a network with mobile clients.

1   16.   The system of claim 15 wherein the engine is configured to send, to each

2   mobile client, resource information associated with task items that need to be completed

3   as part of performing a particular service action.

1   17.   The system of claim 15 wherein the engine is configured to receive, from

2   each mobile client, user input for the purpose of associating resource information with a

3   particular task item.

1   18.   A data repository comprising resource information associated with task

2   items that need to be completed as part of performing a service action, the repository

3   including human resource information and reusable resource information, wherein:

4   the human resource information includes availability information for human

5   resources, and

6   the reusable resource information includes availability information for reusable

7   resources.

1   19.   The data repository of claim 18 wherein:

2   the repository further comprises non-reusable resource information, and

3 the non-reusable resource information includes availability information for non-

4 reusable resources.

1 20. The data repository of claim 19 wherein the repository further comprises

2 non-resource constraint information capable of being associated with task items.

1 21. A computer-implemented method for scheduling resources needed to

2 perform service actions, the method comprising:

3 associating, based on user input, resource information with task items that need to

4 be completed as part of performing a service action; and

5 storing resource information associated with the task items, the resource

6 information including human resource information, reusable resource information, and

7 non-reusable resource information, wherein:

8 the human resource information includes availability information for

9 human resources,

10 the reusable resource information includes availability information for

11 reusable resources, and

12 the non-reusable resource information includes availability information for

13 non-reusable resources.

1 22. The method of claim 21 further comprising:

2 storing non-resource constraint information, and

3 associating, based on user input and non-resource constraint information, resource

4 information with task items.

1 23. The method of claim 22 wherein the non-resource constraint information

2 is provided from a computer system other than a computer system used for scheduling

3 resources.

1 24. The method of claim 22 wherein the non-resource constraint information

2 comprises information about contractual requirements.

1   25.   A computer-readable medium or propagated signal having embodied

2   thereon a computer program configured to schedule the performance of service actions,

3   the medium or signal comprising one or more code segments configured to:

4   associate, based on user input, resource information with task items that need to

5   be completed as part of performing a service action; and

6   store resource information associated with the task items, the resource

7   information including human resource information, reusable resource information, and

8   non-reusable resource information, wherein:

9   the human resource information includes availability information for

10   human resources,

11   the reusable resource information includes availability information for

12   reusable resources, and

13   the non-reusable resource information includes availability information for

14   non-reusable resources.

1   26.   The medium or signal of claim 25 wherein the one or more code segments

2   are further configured to:

3   store non-resource constraint information, and

4   associate, based on user input and non-resource constraint information, resource

5   information with task items.

1   27.   The medium or signal of claim 26 wherein the non-resource constraint

2   information is provided from a computer system other than a computer system used for

3   scheduling resources.

1   28.   The medium or signal of claim 26 wherein the non-resource constraint

2   information comprises information about contractual requirements.